

Repairs Focus Group

Tuesday 15th September 2026

Minutes of Meeting

Attendance:

Paul Longman	PL	South Essex Homes
Francesca Capes	FC	South Essex Homes
Wendy Lane	WL	South Essex Homes
Dean Wortley	DW	Sureserve
Steve Morl	SM	South Essex Homes
Sam Goodbourne	SG	Resident
Keith Ducker	KD	Resident Board Member
Matt Foulger	MF	Axis
Anthony Vidal	AV	Axis
Matt Smith	MS	Axis

		Action
1	<u>Welcome</u>	
2	<u>Apologies</u> PD, BA, KW, PF	Note
3	<u>Minutes of last Meeting</u> Agreed	Note
4	<u>Sureserve Gas Contract – Performance</u> <u>August</u> Emergency Response Rate: 100% Repairs Completed Within 20 Days: 98% First Time Fix Rate: 92% Repair Appointments Kept: 98% Outstanding Jobs: 32 Properties with Valid LGSR: (per Apex report)	Note

	Complaints: 3	
5	<u>Resident feedback on Sureserve/Gas works</u> SG With winter months coming, might be worth adding any boiler advice for tenants in insight magazine DW Will discuss with team in next meeting	Note
6	<u>Voids Performance</u> <u>August</u> <u>Excluding majors, NOMS & Homeless</u> 17 voids Raised 18 returned Average turnaround time: 14 days 4 resident's inspections – 2 passed – 2 Failures on cleaning, extractor fan, trip hazards PL There is currently an overhaul of voids, and a previous contractor is no longer working on voids, and this will temporarily increase the stats but overall will be better in the long run. Number of voids in process has reduce since April to 100.	Note
7	<u>Resident feedback on voids</u> KD Message from BA, need more resident inspections carried out. PL I have passed over voids to SR whilst BA is on leave	Note
8	<u>Axis Repairs performance</u> <u>August</u> MF Chatbot did go down but is now fixed Resident satisfaction 91% Emergency jobs in target – 97% Routine – 90% Urgent – 89% All repairs in target 93% % of jobs over 28 days 13%	Note
9	<u>Resident feedback on Axis Repairs</u> SG Customers possibly worried about charges for texting back satisfaction surveys	Note

	MF Trying to advertise surveys, but different mobile providers may charge SG Please can information be given to complaints panel regarding shower repairs MF Will speak to SE	
10	<u>Contact centre Stats</u> <u>August</u> PCA 61% Calls offered 1787 Calls answered 1590 Abandoned after message 10%	Note
11	<u>Corporate Social Responsibility Update</u> MF There is a shortlist of projects that we are waiting for, along with sureserve	Note
12	<u>DMC & Disrepair</u> <u>August</u> <u>DMC</u> Inspections 18 Completed 11 Cancelled 5 KD Can timescales and targets be added to the starts for DMC, plus reasons for cancelations, whether tenant or contractor etc. MF Meeting with DMC team leader to discuss contingency plan going forward into the winter months, to discuss resources and we are expecting 40 to 50 surveys a month coming through. Report back next month <u>Disrepair</u> Active disrepair cases 52 New 6 Closed 8	Note MF MF
13	<u>Any other Business</u> None	
14	<u>Date of next meeting</u> 20th September 2026	Note